Question #70. We are proud; special strategies, approaches, classes or programs.

DEPARTMENT	We are proud:
Developmental Services, Department of	Employee Enhancement and Leadership Program.
Health & Human Services Data Center Training Center	Two special programs: 1. LearningPASS Training – Quality IT Training, No Bidding Necessary – use State of California contract, Available Statewide at Competitive Rates to any public sector entity. Training Delivered at any California CompUSA or Gateway training facility or a dedicated class at your location. Satisfaction guaranteed – generous retake policy. Discount pricing on volume LearningPASS purchases and dedicated classes. Two special programs: 1. LearningPASS Training – Quality IT Training, No Bidding Necessary – use State of California contract, Available Statewide at Competitive Rates to any public sector entity. Training Delivered at any California CompUSA or Gateway training facility or a dedicated class at your location. Satisfaction guaranteed – generous retake policy. Discount pricing on volume LearningPASS purchases and dedicated classes. 2. HIPAA Program Training – The Federal Health Insurance Portability & Accountability Act of 1996 requires that State, County and City government agencies in all fifty states comply with regulations that will usher in sweeping changes to many business processes, information systems, network infrastructure support and daily activities in many organizations. More information on either program can be obtained by calling the HHSDC Training Center or accessing www.training.gov.
Conservation Corps, California	Training is an area that is focused on our Department's strategic plan.
Communication & Education Center	Use of cross training and cooperation between Information Technology Department and business units to produce superior products and services from highly functioning project teams.
Franchise Tax Board	We have developed 11 communications workshops for specific results, such as, non-verbal or listening skills. We have the Employee Opportunity Network, which provides employee oriented information using web technology for course material and easy retrieval of information. We have incorporated web based training to teach PC application software.

Question #70. We are proud; special strategies, approaches, classes or programs.

Transportation, Department of	Executive Development Program – an 18 to 24 month training and development assignment designed for Designated Managers and Senior Level (or equivalent). Executive Leadership Forum – an executive program offered to all Designated Managers. Continuous Learning Program – to be implemented in the near future for all non-supervisory and non-management employees.
Forestry and Fire Protection, Department	Curriculum development guidelines
Social Services, Department of	The Professional Management Development Program (PMD) is a comprehensive human resource program intended to advance the skills of the management team, develop new managers and supervisors, invest in staff, plan for the future and promote ongoing growth and development of all staff. PMD provides CDSS managers and supervisors with a common set of management expectations and approach, including the skills, knowledge and abilities critical for success in CDSS. The program creates the structure and resources to actively support and promote ongoing individual development of managers and supervisors as well as those aspiring to become managers and supervisors.
Water Resources Control Board	New Employee Orientation Partnership with U.S. EPA (Environmental Protection Agency) Technical/scientific courses developed in-house
Consumer Affairs, Department of	Employee Career Development Program (with professional career counselor) New PC Lab (with ergonomic computer desks and latest equipment) Learning Lending Library (available to our employees statewide)
Justice, Department of	Produced a 6-month catalog of classes for all employees. Catalog lists a variety of soft-skill, attorney related, and computer training.
Emergency Services, Office of	OES is in the process of putting its first distance learning training program online with the introduction of the Response Information Management System (RIMS) course. This course will be available to OES staff and all other interested parties at any location, at any time, with no associated expenses.
Equalization, Board of	Our Manager/Supervisor Development Program is extensive and covers many subjects. We've added Enlightened Leadership and Interact-Program Solving for Managers modules. Our Technology Services Division took a very unique approach to their training needs by purchasing training developed by a contractor and customizing it with agency specific training on a time and materials basis.

Question #70. We are proud; special strategies, approaches, classes or programs.

	Our sales and Use Tax Department creates mandated tax law training each year for staff. Last year, staff converted the tax law PowerPoint presentation into a game show simulation.
Water Resources, Department of	SAP Implementation Management Development Program (MDP)
Parks & Recreation, Department of	Department staff has developed a comprehensive Trail Management Program that is being attended by trail professional from across the nation. We have developed a Maintenance Skills series including curriculum and a new support facility. We use Pre and Post Training Assignments and evaluations to help participants put new skills and knowledge into practice and increase retention. The Department philosophy that supports an organizational culture of learning, growth, and developing our own internal trainers.
Stephen P. Teale Data Center	Our Technology Briefings and Business Area Presentation.
Alcoholic Beverage Control, Department of	Investigator's Workbook Grant Program; Grant Assistance to Local Law Enforcement LEAD Program; License Education on Alcohol and Drugs Every 15 minutes Program
Corrections, Department of	Teleconferencing Information Technology Curriculum Development Unit
General Services, Department of	Training for new supervisors Online New Employee Orientation
Child Support Services, Department of	The program training unit is developing child support program specific training for State and local employees. Their first modules are PowerPoint based training on new regulations related to complaint resolution and the new State hearing process. This will be downloadable, self-paced training that can be accessed whenever needed. Training will be available in July 2001.
Public Employee's Retirement System	We have a learning center with CBT, six computer station – 150 courses Videos, books, tapes, magazines
Health Services, Department of	We do a managerial assessment using HRD Press' "MAP" program, (Managerial Assessment of Proficiency). It has been well received, and allows individuals to plan their own development strategy for 12 basic managerial competencies.
Highway Patrol,	The majority of training presented by the CHP is state-of-the-art, law enforcement-

Question #70. We are proud; special strategies, approaches, classes or programs.

California	related training and would only be appropriate for other law enforcement agencies. However, the CHP would willingly assist other departments with curriculum development/presentation skills.
Education	New Employee Orientation Career Development Workshops Ethics Workshop Video Showcase Support Staff Recognition Day Element K Online Classes Grammar Workshops
Employment Development Department	EDD University – Developed New Leader Training that combines self-directed learning, via workbooks, and with 40% classroom-based learning. Saves 70% from traditional 80-hour instructor-led training. EDDU Virtual Campus – Through a partnership with our TrainingServer vendor, established an online portal for EDD. We have access to over 3,000 different learning titles that include web-based, classroom, video, workbook learning opportunities.
Financial Institutions, Department of	The HR Examination Analyst and myself have coordinated to put together a training packet to help someone prepare for a promotion exam. The packet is not yet complete but will include: 1) Preparing for an examination interview 2) CD-ROM with Leadership Training.
Fish & Game, Department of	Field Training Biologist Program Images of Leaders Program Leadership Academy Supervisor's Academy
Judicial Council, Administrative office	We have developed a document called the AOC Pathfinder as one tool to assist managers/supervisors in the integration of new employees.
Mental Health, Department of	PSH – Preceptor Program – The Staff Development Center has 12 nursing staff that provide precept to employees as their primary position. The preceptors assist with new employee orientation, both general and worksite; employees with a skill/performance gap; In-service training on new procedures/equipment; Continuous updates of skills to maintain staff competency at the highest level; and a multitude of other training topics. Quarterly Training Report – Training reports that account for 100% of all training

Question #70. We are proud; special strategies, approaches, classes or programs.

	that is provided to Patton State Hospital Staff.
	ASH – The following programs are described in the DMH Best Practices Catalog:
	• ASH Mentor Program (includes competency assessment & evaluation system)
	• Human Resources Information Management System (computerized tracking of staff training in Access)
	• Enhanced Prevention & Management of Assaultive Behavior (MAB) Training (utilize live "mock" scenarios and videotape feedback as part of training methodology)
	Distance Learning/Training Video Network/Video Production:
	• ASH receives satellite programs free of charge and 1) rebroadcasts them via the Training Video Network (TVN) a 24-hour in house broadcast system for staff, and 2) provides copies for the ASH Professional Library.
	• ASH produces training videotapes onsite to meet unique needs of the institution; these videos have been made available to other state hospitals.
	ASH is in final stages of developing an implementation plan to pilot supervisory internet courses onsite.
	NSH – In our MAB Team Training, we teach with on of the Behavioral Psychologist enabling us to provide team building as part of the training.
Prison Industry Authority	We are very proud of our Basic Orientation Training Class. We have received very positive feedback from staff attending. Our approach is Team Teaching. What makes it work for us is PIA is a Team, so what better way to teach.
Teachers' Retirement System, State	Leadership Challenge Advanced Teamwork Communication